

Customer Satisfaction Survey findings

Customers were asked to rate the services offered by DWD. Surveys were sent to a sampling of customers who used CS3 throughout the year.

Customer satisfaction improved from last year despite an increase in Unemployment Insurance claims. More than half of those responding cited customer service as the aspect of their interactions with local offices most deserving praise.

The Lafayette office had the highest customer satisfaction rate. The following offices also rated high: Auburn, Bedford, Indianapolis Westside, Linton, Madison, Shelbyville and Vincennes.

Employment Trends

November Unemployment Rate

Indiana's non-seasonally adjusted unemployment rate for November was 4.7 percent. This is nine-tenths of a percentage point below the national rate of 5.6 percent.

3,055,100 million Hoosiers were employed during November.

Indiana's November unemployment rate was lower than Michigan, 6.5 percent; Ohio, 5.3 percent; Illinois, 6.4 percent; and Kentucky at 5.1 percent.

December Unemployment Insurance Stats

Number of UI Claims Filed:

Week of 12-6-03	...	71,885
Week of 12-13-03	...	69,881
Week of 12-20-03	...	76,957
Week of 12-27-03	...	81,736

Indiana@Work

This new job-creation initiative is aimed at "marrying up" a person's skills with available positions at Hoosier companies.

Indiana@Work focuses on skills for a specific career, not just a specific job and expands existing job matching and worker assessment programs.

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Developments

HOOSIER WORKERS & LIFELONG LEARNING ONLINE NEWS

Breaking News

Indiana@Work next step in economic development efforts

Indiana@Work was introduced by Gov. Joe Kernan during the recent State of the State address. This new initiative builds on the success of Energize Indiana by extending worker assessments and job profiling for Hoosier workers and employers, while matching workers with job opportunities based upon their personal set of career skills. Indiana has recognized that in order to compete in a global marketplace, it must take advantage of its greatest asset which is the members of the current, emerging and future workforce living in Indiana.

"My priority is to create jobs, Kernan said." Our goal is to give every Hoosier the opportunity to get a job or get training for a better job."

Pilot programs with a national job matching and worker assessment tool called "WorkKeys" has already been successful across the state, and Indiana@Work will take this program to the next level. The Indiana@Work initiative combines existing Energize Indiana federal funding of \$5 million a year for five years, as well as nearly \$5 million a year for five years in state funds from the Indiana Department of Commerce.

DWD takes on the challenge of becoming ISO 9001 compliant

ISO 9001 has an important role in the future of DWD. The standards outlined in the ISO 9001 quality management system allows DWD to protect services from the the vulnerabilities that exist when a vacancy or high workloads occur. Generally, ISO standards are used by private sector companies, both in the manufacturing and service industries. DWD may be the first state governmental agency to take on the challenge of ISO compliance.

DWD is required to set quality objectives, and then determine which areas will be measured against these objectives. It also formalizes a continual improvement process by encouraging all staff to focus their efforts on improving processes and products. Five divisions within the agency has taken an important first step by achieving the first round of ISO 9001 compliance. Several more divisions along with a WorkOne office will take on this task in the upcoming months.

Kernan awards training grants to assist workers in several Indiana cities

Gov. Joe Kernan recently announced the Indiana Department of Workforce Development has awarded a \$99,600 Incumbent Worker Grant to Whiting's BP Whiting Refinery to upgrade the skills of 12 employees. Another Incumbent Worker Grant of \$182,659 was awarded to upgrade the skills of 185 construction workers in the Anderson area. A \$169,815 Advance Indiana grant was also awarded to three Elkhart County companies to upgrade the advanced manufacturing skills of 40 workers.

Through its various programs and initiatives, DWD is charged with continually improving the Hoosier workforce by assisting companies create new jobs and improve employee skills. The agency offers a variety of training and educational grants, works with the state's 27 WorkOne Centers, administers the UI system, provides labor market information, assists employers with preparing workers for layoffs and closures and operates the statewide job placement service.